

October 28, 2018

Seymour Street Journal



What's news...

Critical Information

Everything you need to know

Completion of Medical Records: Relinquishment of Privileges for Non-Compliance Begins This Week

On June 25, the medical staff started receiving notifications via the In-Basket for deficiencies for document/dictate and signatures for reports and orders. Since then, Health Information Management (HIM) has been working with the medical staff to optimize this process. On Tuesday, October 30, 2018, HIM will start relinquishing the privileges of those physicians who are not compliant with the completion of medical records policy.

The following information highlights main components of the policy:

- You will receive a deficiency notification letter in your Epic In-Basket on Mondays listing all deficiencies that need to be completed. If the deficiencies are 7 days or more past due and not completed within 24 hours, your privileges to admit patients and schedule procedures will be temporary relinquished by noon on Tuesday.
- If you are at risk of relinquishment, HIM will call your office and send an email to your HHC email address (or the email address you have on file with the Medical Staff Office) to notify you, in addition to the initial message in your Epic In-Basket.
- A second notification will be sent to your Epic In-Basket on Tuesdays listing the deficiencies that are causing your privileges to be temporarily relinquished.
- Five temporary relinquishments in a rolling two-year period will lead to a seven-day relinquishment of privileges.

If you are going to be away, please contact the HIM department so we can indicate in Epic you are out of the office. This process will temporarily stop the deficiency days counter until you return.

A copy of this policy may be obtained through Policy Tech or your local Medical Staff Office. Please reach out to Kevin Thompson at 860.224.5030, or the Chart Analysis team at 860.224.5780 with any questions.

Thank you in advance for your prompt action to complete your records.

Medical Staff Election Coming Up in November

Physician/Advanced Practice Provider Engagement Survey Open November 5-18

Tell us how Hartford HealthCare can help you provide the best possible care for your patients and clients. Your previous feedback has led to the creation of the physician and provider led Health and Wellness initiative to combat burnout.

You will receive an email from Press Ganey to your primary email address on file with a link to take the survey. The survey will take about 10 minutes to complete and can be taken at any time from home or work.

Your answers are confidential and sent directly to our vendor, Press Ganey. Nobody at Hartford HealthCare will ever have access to individual survey results and your answers cannot be traced back to an individual computer.

Physician and Advanced Provider: Heal Thyself, But Not All By Thyself – A HHC New Program Can Help

Achieving Hartford HealthCare's goal to be No. 1 in customer experience by 2023 (#123) goes far beyond taking great care of our patients. It requires engaging our physicians and advanced providers such as APRNs and PAs.

That's why HHC is introducing a new Physician & Provider Health and Wellness initiative. The initiative will provide programs and support systems and services to help physicians and advanced practice providers refresh, restore and have support from a network of peers so if they have to face challenging situations they won't be alone.

The program was developed based on national data, and survey feedback from HHC

providers about what parts of their work is most challenging and what interventions might be helpful.

The program includes a formal support network that includes peer support and help with difficult cases and burnout stressors; a self-care component that features wellness activities; and operational and technology arms of the work focused on assisting with navigating the daily headaches caused by the electronic medical records system, heavy caseloads, technology issues, workflow issues and other stressors in the work environment.

The program is designed to address alarming evidence that provider burnout has reached epidemic proportions nationally and at HHC. Studies show that providers who practice in happier and lower-stress environments provide a better experience for patients and provide higher-quality care.

Look for more details coming soon. If you would like to get involved or learn more about this important work, please contact the leads of this initiative, Dr. Ken Robinson, Chief of Emergency Medicine at Hartford Hospital or Catie Santarseiro APRN, Organization Development Specialist at HHC.

Stay tuned for more details.

Could your Patients Benefit from a Medicare Advantage Plan Powered by Hartford HealthCare?

CarePartners of Connecticut is a new kind of health plan that empowers primary care providers to decide what's best for their patients. This plan brings together the medical expertise of Hartford HealthCare and the insurance experience of Tufts Health Plan to create innovative Medicare Advantage (HMO) plans focused on patient care.

Recommend CarePartners of Connecticut to your patients, friends, neighbors and loved ones. Visit carepartnersct.com to learn more today.

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Noteworthy and New

Announcements, news and information

Dr. Gluck Featured Speaker at Emeritus and Retired Medical Staff Luncheon

Dr. Jason Gluck, medical director, Mechanical Circulatory Support/ECMO, was the keynote speaker at the annual Emeritus and Retired Medical Staff Luncheon on October 23.

Dr. Gluck presented the topic "Innovation in Heart Failure: Rise of the Machines." Hartford Hospital President Bimal Patel welcomed guests to the luncheon. Dr. Ajay Kumar, vice president of Medical Affairs for Hartford HealthCare's Hartford Region,

updated the gathering on recent hospital initiatives.

The annual luncheon is an opportunity for the hospital to inform members of the Emeritus and Retired Medical Staff about important developments at the hospital and to thank them for their valued service and continued interest.

First Annual Shock Symposium a Success

The first annual Shock Symposium took place in October, featuring the theme 'Meds vs. Machine.' This educational event was sponsored by the Hartford HealthCare Heart & Vascular Institute, the Office of Continuing Education and the Hartford Hospital Division of Cardiology. The chair was Dr. Jason Gluck, Medical Director for Mechanical Circulatory Support/ECMO and the Program Director for Advanced Heart Failure and Transplant Fellowship.

More than 130 participants attended the two-day event, including physicians, advance practitioners, residents/fellows and nurses from Hartford HealthCare and other organizations. CMEs were awarded.

Participants learned about current data on drug and device treatments for patients with acute cardiopulmonary shock. At the Thursday evening dinner presentation, "The Prescribers Paradox: Just 'cause you could, doesn't mean you should," Dr. Evan Fox discussed ethical issues in the era of new technology for shock treatment. Presenters during the educational sessions included experts from Hartford HealthCare, Connecticut Children's Medical Center, Montefiore Medical Center, Massachusetts General Hospital and Tufts Medical Center.

Save the date: the next Shock Symposium is planned for March 2020.

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Recognizing Excellence

Awards, accolades and achievements

In Brief

Dr. Ajay Kumar and **Dr. Ken Robinson** were part of an executive physician panel at the Connecticut Healthcare Financial Management Association's annual event at the Aqua Turf. Over 100 healthcare financial professionals from around the state were in attendance.

Dr. Steven Zweibel participated as the Hartford Hospital principal investigator in the VEST clinical trial, which was recently published in the New England Journal of Medicine.

Dr. Paul D. Thompson, chief of cardiology at Hartford Hospital, delivered three lectures at the 30th annual IronMan Sports Medicine Conference in Kona, Hawaii. The IronMan Sports Medicine Conference is held in conjunction with the International Ironman Championship, which is a race that includes a 2.4 mile open ocean swim, a 112 mile bicycle ride, and a 26.2 mile run. Dr. Thompson also staffed

the finish line medical tent where he was responsible for evaluating and treating hyperthermia, athlete collapse and emergent cardiac conditions.

Welcome New Providers to Hartford Hospital

Please visit <https://hartfordhospital.org/find-a-doctor> for more information on these and other providers.

Physicians

Paras Bhatt, MD	Medicine
Arvin Bundhoo, MD	Pediatrics
Andrew Castiglione, MD	Medicine
Alfred Croteau, MD	Trauma Surgery
Nicholas Karter, MD	Otorhinolaryngology
Marguerite Palisoul, MD	Obstetrics & Gynecology
Bryan Piccirillo, MD	Cardiology
Matthew Reuter, MD	Physical Medicine/Rehabilitation
Oscar Serrano, MD	Transplantation Surgery
Linda Trapani, MD	Anesthesiology
Minhui Xie, MD	Cardiology Hospitalist (Locum)
Hanbing Zhou, MD	Orthopedics

Allied Health

Christiana Ankiambom, CRNA	Anesthesiology
Jessica Ashman, APRN	Surgical Critical Care
Juliano Barbosa, CRNA	Anesthesiology
Bianca Carbone, PA-C	Emergency Medicine
Emily Farb, APRN	Psychiatry
Alison Johnson, PA-C	Oncology
Michaela Lis, APRN	Trauma Surgery
Kristiana Oleson, CRNA	Anesthesiology
Julie Tonioni, PA-C	Geriatric Medicine

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Coming Up

Education and events

November 6
Pharmacotherapeutics Symposium for Advanced Practitioners
Heublein Hall
7:30 a.m. to 1 p.m.

This symposium will cover:

- Pharmaceutical Immunosuppression & Common Prophylaxis Strategies
- Anticoagulants in Patients with Kidney Dysfunction
- Reversal of Anticoagulation
- Management of Hyperkalemia: Acute Care Review & Emerging Therapies
- Navigating the World of Sepsis
- Procalcitonin Utility
- Pharmacy Considerations in Treating Arrhythmias

This symposium fulfills the bi-annual DPH requirements in pharmacotherapeutics for APRN relicensure. Hartford Healthcare designates this live activity for a maximum of 5.00 AMA PRA Category 1 credit(s).

PRE-REGISTRATION IS REQUIRED:

1. Log in to your CME account [here](#). (If you don't have an account, use the same link. Enter your email address and click "Create Account" to continue.)
2. Choose "View Upcoming Events" and scroll down to the event
3. Register and pay fee: HHC Privileged Provider – no charge, non-HHC Privileged Provider \$20
4. Contact ContinuingEd@HHCHealth.org with any questions

Planning a CME Activity?

- The CME department encourages program planners to begin the application process as far in advance of the CME activity as possible.
- Visit the HHC CME [website](#) to learn more about CME Offerings
- Click [here](#) to request an application today
- Contact continuinged@hhchealth.org to schedule a planning session

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For Your Information

Other things you ought to know

Need IT or EPIC Help?

If you need help with EPIC, the contact phone number is different from the number used for other information technology needs.

The Care Connect (EPIC) Help Desk can be reached at 860.972.EPIC or 2-EPIC (860.972.3742).

The IT Service Desk can be reached at 860.545.5699.

In the News

Media coverage, headlines and trends

Healthcare Trends

[A New Health Insurer Launching In Connecticut Aims To Shake Up Industry Landscape](#)

CarePartners of Connecticut Inc., a partnership of Hartford HealthCare, which operates Hartford Hospital and six other hospitals in Connecticut, and Tufts Health Plan of Massachusetts, is initially targeting membership in six of the state's eight counties where Hartford HealthCare has the strongest networks.

[Connecticut Insurance Commissioner Backs \\$69 Billion CVS Purchase Of Aetna](#)

The decision is contingent on the companies' divesting Medicare prescription drug businesses to assure competition.

[Employers jump into providing care as health costs rise](#)

Fiat Chrysler is offering free health care for most of its employees and their families — about 22,000 people — through a clinic the carmaker opened this summer near one of five factories it operates in the area. The company pays for basic care like doctor visits and consults with a dietitian and even an exercise physiologist. Workers don't pay a cent, not even a co-pay.

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If you would like to be added to the Seymour Street Journal email list, or to receive it at a different email address, please opt-in at harthosp.org/SSJ. This ensures that you will receive the newsletter at your preferred email address.

For any questions or suggestions, please contact editor Matthew Clyburn at matthew.clyburn@hchealth.org or 860.500.0464.

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